

IN THE CLAIMS

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~striketrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claim 12, and AMEND claims 1, 3-11, and 13 in accordance with the following:

1. (Currently Amended) A remote negotiation apparatus which allows ~~causes~~, before ~~providing a service including sales of~~ a sale of a vehicle merchandise, a first operation terminal used by a salesman of the vehicle ~~a provider of the service~~ and a second operation terminal used by a customer receiver to bi-directionally communicate and remotely negotiate in real-time ~~do remote negotiation~~ through a communication environment, comprising:

a control unit which displays ~~a window of~~ a predetermined form ~~format~~ corresponding to a commercial transaction document related to the vehicle ~~providing of the service on the~~ a first operation terminal used by the provider, requests the salesman ~~provider~~ to ~~execute an input operation on the window to~~ input information ~~contents~~ necessary for preparing the commercial transaction document, and stores the input ~~information contents of the commercial transaction document prepared by the input operation~~ in a storage device, and which displays, on the ~~the~~ second operation terminal used by the receiver, a commercial transaction document having the same contents as ~~these of the commercial transaction document prepared by the~~ salesman ~~provider~~, on the basis of the stored ~~information contents of the commercial transaction document~~ in the storage device ~~in accordance with a browsing request from the receiver~~ and updated in real-time.

wherein the commercial transaction document is at least one of an estimate, a contract, or a purchase order.

2. (Original) The apparatus according to claim 1, further comprising a printing device which prints the commercial transaction document displayed on the second operation terminal.

3. (Currently Amended) The apparatus according to claim 1, wherein said control unit

receives an instruction, by the customer receiver, for designating a third party who is permitted to browse the commercial transaction document having the same contents as those of the commercial transaction document that the customer receiver can browse, and provides, to the designated third party, information related to the commercial transaction document ~~having the same contents as those of the commercial transaction document by the third party.~~

4. (Currently Amended) The apparatus according to claim 3, wherein said control unit receives selection, by the ~~receiver~~customer, of a providing method in providing the information related to the commercial transaction document to the third party.

5. (Currently Amended) The apparatus according to claim 3, wherein said control unit provides the information related to the commercial transaction document to the third party and also provides information related to a catalog about ~~the service~~the vehicle specified by the commercial transaction document.

6. (Currently Amended) The apparatus according to claim 1, wherein said control unit requests alternative selection between a temporary storage state and a final storage state as a storage state in storing the information contents of the commercial transaction document in storage means, and

when the selected storage state is the temporary storage state, a change of the contents of the commercial transaction document by the ~~receiver~~customer is permitted, and the commercial transaction document is updated in real-time on the basis of the changed contents, and when the selected storage state is the final storage state, the change of the contents of the commercial transaction document by the ~~receiver~~customer is ~~inhibited~~prohibited.

7. (Currently Amended) The apparatus according to claim 6, wherein even when the selected storage state is the temporary storage state, said control unit ~~inhibits~~prohibits the change of the contents when a degree of the change of the contents of the commercial transaction document by the ~~receiver~~customer exceeds a predetermined range.

8. (Currently Amended) The apparatus according to claim 6, wherein when the selected storage state is the temporary storage state, and the customer completes the change of the contents of the commercial transaction document by the ~~receiver is done~~, the salesman ~~provider~~

is notified that the customer has completed the change of the contents of the commercial transaction document ~~is done by the receiver~~.

9. (Currently Amended) The apparatus according to claim 6, wherein when the selected storage state is the temporary storage state, and an approval operation for the contents of the commercial transaction document in the temporary storage state is executed by the ~~receiver~~customer, said control unit changes the storage state to the final storage state.

10. (Currently Amended) The apparatus according to claim 6, wherein said control unit receives an ~~instructions~~instruction, ~~[[by]]~~from the ~~receiver~~customer, for designating a third party who is permitted to browse the commercial transaction document having the same contents as those of the commercial transaction document that the ~~receiver~~customer can browse,

provides, to the designated third party, information related to the commercial transaction document having the same contents as those of the commercial transaction document by the third party, and

~~inhibits~~prohibits the change of the contents of the commercial transaction document by the designated third party, even when the selected storage state is the temporary storage state.

11. (Currently Amended) The apparatus according to claim 6, wherein when the selected storage state is the temporary storage state, said control unit permits a change, by the ~~salesman~~provider, of a providing price of the ~~vehicle~~service specified by the commercial transaction document.

12. (Cancelled)

13. (Currently Amended) A remote negotiation method of allowing ~~causing~~, before ~~providing a service including sales of merchandise~~ a sale of a vehicle, a first operation terminal used by a salesman of the vehicle a provider of the service and a second operation terminal used by a customer~~receiver~~ to bi-directionally communicate and remotely negotiate in real-time ~~do remote negotiation~~ through a communication environment, the remote negotiation method comprising ~~steps of~~:

displaying ~~a window of~~ a predetermined form ~~format~~ corresponding to a commercial transaction document related to ~~the vehicle~~providing of the service on the ~~the~~ [[a]] first operation

~~terminal used by the provider;~~

requesting the salesman provider to ~~execute an input operation on the window to input~~ information ~~contents~~ necessary for preparing the commercial transaction document;

storing the input information ~~contents of the commercial transaction document prepared by the input operation~~ in a storage device;

receiving a commercial transaction document browsing request from the customer receiver; and

upon receiving the browsing request from the receiver, displaying, on ~~the a~~ second operation terminal ~~used by the receiver~~, a commercial transaction document having the same contents as ~~these of the commercial transaction document prepared by the salesman provider~~ on the basis of the information ~~contents of the commercial transaction document~~ stored in the storage device and updating the commercial transaction document in real-time,

wherein the commercial transaction document is at least one of an estimate, a contract, or a purchase order.

14. (Original) A program causing a computer to execute a remote negotiation method of claim 13.